



JOB DESCRIPTION

POSITION: Food and Beverage Manager
WAGE: \$33,280 Salaried/Negotiable
Reports directly to: Food & Beverage Director

POSTING DATE: 2/17/11
CLOSING DATE: Until Filled
Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights, and holidays.

STANDARD DUTIES:

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.
2. An Associate's Degree in Business, Hotel/Restaurant Management or related field is required.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
3. Must have at least four (4) years of supervisory and/or management experience in high volume, multi-department food and beverage operation; food and beverage management experience is preferred.
4. Must be at least 21 years of age.
5. Must have experience in multi-venue high volume restaurant and bar experience within the hotel/casino resort industry.
6. Must have extensive knowledge and experience with Point of Sales (POS) systems.
7. Must have knowledge and experience with liquor dispensing systems.
8. Must possess excellent communication and leadership skills and possess ability to speak effectively and interact well with the guests and employees.
9. Must be proficient in Windows, Excel, Word and other computer software.
10. Must have basic math skills including addition, subtraction, multiplication, division, fractions, and percentages.
11. Previous cash handling experience is required.
12. Knowledge of contractual agreements between two or more parties for goods and services.
13. Ability to design and implement structured thought.
14. Ability to maintain positive and effective working relationships between departments and employees.
15. Understanding and knowledge of a 24 hour/7 day a week operation.
16. Excellent organizational, communication and interpersonal skills.
17. Skill in identifying and resolving administrative problems under pressure conditions.
18. Must have a food handler's permit and TIPS/Responsible Beverage Service certified.
19. Must have ability to remain calm and professional in a fast paced environment.
20. Must be able to work in an area that is unusually hot, cold, and noisy.

DUTIES:

1. Responsible for control and supervision of food and beverage staff.
2. Ensure the food and beverage department is operated in accordance with all rules, policies, and procedures for the department and at the highest levels of quality and service.
3. Ensure all food and beverage staff has received adequate training to perform their duties and are able to meet or exceed guest expectations. This shall include being present in all outlets as dictated by business demands. Ensure daily pre-shift meetings are conducted for the staff, schedule bi-weekly training sessions pertinent to enhancing service delivery and industry knowledge, and develop a program for training retention.
4. Manage staffing levels in accordance with established budgetary goals and business volume. Continually monitor budgetary adherence.
5. Prepare employee schedules and submit to Food & Beverage Director. Complete and submit weekly hours report.
6. Make recommendations for hiring and employment terminations. Work with Human Resources to post positions for hiring.

7. Preparing daily/monthly paperwork and required reports. Keep daily and monthly inventory. Responsible for every aspect of month end inventories and assigning counting responsibilities to departmental supervisors.
8. Demonstrate skill in dealing with employee disputes and guest complaints to resolve in a professional manner.
9. Responsible for dealing with all employee personnel related issues.
10. Submit order requests for all necessary food and beverage supplies and equipment.
11. Responsible for establishing food pricing and meeting with vendors.
12. Ensure accuracy of revenue drops. Adhere to all revenue handling procedures.
13. Maintain knowledge and integrity of POS system. This shall include, but not be limited to the ability to program, test, and communicate all changes programmed through the Universal Desktop for all outlets, report generation, and training for all individuals as deemed necessary (example: supervisors, host/cashiers, etc.).
14. Maintain records for alcohol requirements and health and safety regulations for all employees.
15. Responsible for cleanliness and positive appearance of venue(s).
16. Confer with the Food & Beverage Director concerning operational deficiencies and areas that need attention.
17. Assist the Sales & Events Manager when necessary to ensure successfully meeting the expectations of clients/guests overall food and beverage experience.
18. Assist the Executive Chef to create programs to control food waste, breakage, and safe handling of products.
19. Understand the goals and vision of the organization and demonstrate commitment to the goals in terms of individual and team performance.
20. Prioritize tasks, handle multiple projects simultaneously, organize, and delegate assignments.
21. Complete other duties as assigned.

Note: Applicant must include resume with employment application.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**

Revisions Approved 1/18/11